Refund Requests

Can I request a refund of a credit on my account?

Yes, you can request a refund of a credit on your account online.

Requesting a refund does not guarantee one will be issued. Your request will be reviewed by UI staff and upon approval can take up to 30 days to be issued.

Please see "How do I request a refund of a credit on my account?" for more instructions on how to complete this request.

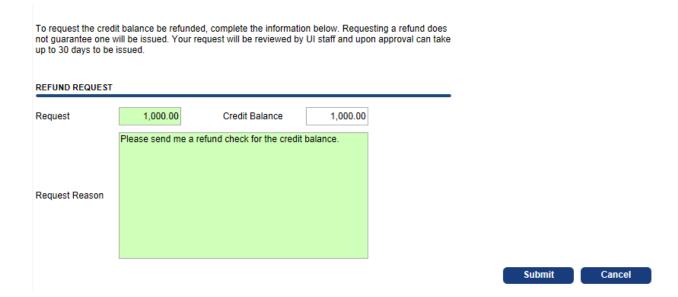
How do I request a refund of a credit on my account?

If you have "FULL" access to this eServices account

- 1. Log into *UI eServices for Employers*
- 2. Click into the account you want to request the refund
- 3. Click the "Account Services" tab
- 4. Click the "Financials" tab
- 5. Click the "Refund Request" link

Note: If the account does not have a credit on the account, a Refund Request cannot be completed.

- a. Type the amount of the requested refund amount in the "Request" field. This amount can only be up to the "Credit Balance" amount located in the box to the right.
- b. Type a "Request Reason" in the box provided (Optional)
- c. Click "Submit"
- d. You may view or print your confirmation page



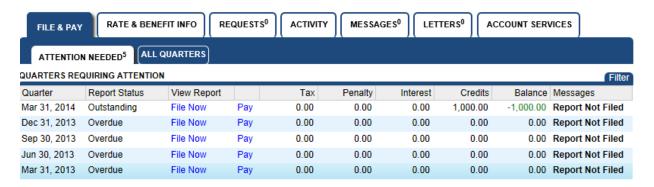
Last Updated: 02/21/2014 1

Refund Requests

How do I know if the refund request was approved or denied?

The refund request will show completed on the requests tab and you will no longer see the credit on the account.

Original view of the "File & Pay" tab:



The view of the "File & Pay" tab after the refund has been approved:



The "Requests" tab will show the request has been Completed or Denied:



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